

## Exhibit D

03 October 2002

1-158304773

**The Real Network**

Mrs Dickinson  
Harrison, Goddard & Foot  
31 St. Saviourgate  
YORK  
YO1 8NQ

for delivery  
14.09.2002 10042

Customer Service Centre  
Clippers House  
PO Box 740  
Salford  
M50 3YY  
Telephone 08457 740 740  
Website [www.royalmail.com](http://www.royalmail.com)  
Textphone 08456 000 606  
(for the deaf and hard of hearing)

Dear Mrs Dickinson

Thank you for your enquiry of 24 September 2002 about a Special Delivery item number SJ111615039GB, posted to, 27 Pownall Avenue, Bramhall, STOCKPORT SK7 2HE.

I can confirm that this item was delivered to that address on 18/09/2002 and a photocopy of the signature we obtained is enclosed.

If we can be of any further assistance, please do not hesitate to contact us on 08457 740 740.

Yours sincerely

*Julie Lyons*

Julie Lyons  
Customer Service Advisor

Enclosures: Copy Of Signature

To ensure that we maintain the highest possible standards the service we provide to you is monitored on our behalf by a research agency. Each month telephone interviews are conducted with a sample of the customers with whom we have been in contact. If you would prefer not to be contacted please call Freephone 0800 652 5900 within 7 days of the date of this letter and quote the reference above.

Royal Mail

CONFIRMING YOUR DELIVERY

701

SJ 1116 1503 9GB 12.00pm sign



Time

Print name

Check time and sign

Time

Print name

1  
Postal  
Service